



HEALTH CHECK

WHO NEEDS A WELL CHILD CHECK-UP?



Many health problems begin before your children look or feel sick.



If your child is enrolled in EqualityCare, he or she can get FREE Well Child **Health Check** Exams, these exams help keep your children healthy. Many health problems begin before children look or feel sick. Regular **Health Check** exams can find problems and treat them before they get worse.

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What is included in a well child health check?

- ⇒ A head to toe physical exam
- ⇒ Immunizations (shots)
- ⇒ Tests for anemia & lead
- ⇒ Height, weight and development check
- ⇒ Nutrition check (eating habits)
- ⇒ Vision, dental and/or health screening
- ⇒ Health information (potty training, biting, fighting, walking, talking)

Special points of interest:

- Well Child Check-Ups
- Services included in a Well Child **Health Check**
- When should I take my child to see a health care provider?
- When should I take my child to the emergency room?
- Important Telephone Numbers

WHAT ARE MY RESPONSIBILITIES WHILE RECEIVING EQUALITYCARE?

While your children are receiving EqualityCare benefits, you must:

- Tell your medical provider you have EqualityCare insurance before you receive medical services.
- Show your EqualityCare Card to your health care provider at the time of service.
- Tell your health care provider if you have any other medical insurance coverage.

WHEN SHOULD I TAKE MY CHILD TO SEE A HEALTH CARE PROVIDER?

You should take your child(ren) to see a health care provider when they feel sick, for vaccinations, and also for routine checkups.

- ◆ It is important to check your children's health on a regular basis (see "When Should My Child Have a Health Check" on page 5 for a health check schedule for your children).
- ◆ Remember, regular and routine examinations by a health care professional can help your children have better health.



Always attend scheduled appointments or call ahead of time to cancel

WHAT AM I EXPECTED TO DO WHEN I TAKE MY CHILD TO A CLINIC?

You are expected to show up 30 minutes early for your first visit and then 15 minutes early for any additional appointments. (This is so you have time to fill out paper work). Always attend scheduled appointments or call ahead of time to cancel.

Bring any medical information you have regarding your child's current and past medical conditions/problems, such as shot records, pill bottles for any medication that is currently prescribed, surgeries, and the names of health care providers and clinics that your child has been to recently.

Bring your child's EqualityCare card and any other public or private health insurance information.



Tell your medical provider you have EqualityCare insurance before you receive medical services.

You will be responsible for:

- Providing medical information about your child and any family medical history.
- Paying the health care provider for services that are not covered by the EqualityCare program, that you have agreed to prior to the service being provided.
- Following any treatments your health care provider instructs you to do.
- Getting any medication prescribed by your child's health care providers and taking it as instructed.
- Using good manners with the clinic staff and clients.
- Respecting the privacy of other clients.

If you receive a bill from a provider for services that should have been covered under EqualityCare, please call ACS.

Health care providers are responsible for:

- Informing you if they are not enrolled with EqualityCare or if they are not willing to accept your child as an EqualityCare client.
- Performing only services that are medically necessary.
- Advising you if the EqualityCare programs do not cover the service they provide or recommend, before the service is provided.
- Accepting EqualityCare payment in full. Clients cannot be billed for the balance due for program-covered services.





When Should I Take my Child to the Emergency Room?

Emergency rooms are for emergencies and life-threatening situations, and should not be used for any other purpose. Emergency room care is expensive. Do not go to the emergency room for care that should take place in a healthcare provider's office, such as sore throats, colds, flu, earache, and minor back pain, and tension headaches.

Emergency care is covered 24 hours a day, 7 days a week. An emergency is a serious threat to your child's health. If you believe your child has an emergency, go to the nearest emergency room or call 911. Some examples of emergencies are:

- > Trouble breathing
- > Chest Pain
- > Severe cuts or burns
- > Loss of consciousness/blackout
- > Bleeding that does not stop
- > Vomiting blood
- > Broken bones

EMERGENT, URGENT, OR ROUTINE?

When you call for an appointment, there are three levels of importance: Emergent, Urgent, and Routine.

- * Emergent appointments are for significant pain, injuries, etc. that should be seen right away.
- * Urgent appointments should be seen in a day or two, and are for ongoing symptoms, such as a persistent low grade fever, ongoing discomfort, etc.
- * Routine appointments may be scheduled in a few weeks, and are for **Health Check** appointments, follow up exams, etc.

Not every call can be scheduled on an emergent or urgent basis, so the medical provider's staff may ask some questions to help determine how to classify your call. Don't get defensive, or demand to speak with the doctor, let the staff do their job. For routine appointments, you can generally ask for a particular provider, but for emergent or urgent calls, you may need to see a different provider. Remember, your medical provider works not only office hours, but evenings, nights and weekends, so they rotate call coverage, so your particular provider may not be available at all times.

Try to call for all appointments and medication refills during office hours, when the staff is there to pull your charts and help you. Do not wait until your prescription is out before calling for a refill, call a couple days early.



TRANSPORTATION PROGRAM



- ◆ Transportation call center agents are required to document the appointment dates and times for each travel request. This information will assist in determining if overnight stays should be provided.
- ◆ Emergency Fund requests will be granted for \$100 or more in an emergency situation. Emergency Funds will not be given if the transportation reimbursement is less than \$100.
- ◆ When a client requests emergency funds and the reimbursement amount is \$100 or more, the transportation call center agents are required to contact the provider to verify the appointment is scheduled. Once this verification has occurred the agents will notify the client's DFS office.
- ◆ Emergency fund requests will be limited to one (1) per 30 days per client (not per family).
- ◆ If the client requested overnight stays, a copy of the hotel receipt with their Travel Authorization Confirmation Packet or Emergency Travel Authorization Confirmation Packet is required.
- ◆ All verifications must be the original documents (no copies or faxes) and must include client name, appointment date and time and signed by the physician, nurse, receptionist/biller, or office manager. Please keep a copy for your records. The EqualityCare Client Travel Verification Form will not be included in the Travel Authorization Confirmation Packets after May 1, 2008. The only verification forms that will be accepted by the transportation call center will be the following:
 - A. The original physician or facility's Super Bill given at the time of check-out.
 - B. Verification information on physician or facility letterhead.
 - C. Verification information on the physician or facility's tamper resistant Rx pad.
- ◆ Providers will be contacted to verify attendance of appointments. If an appointment is not attended, notify the transportation call center immediately.

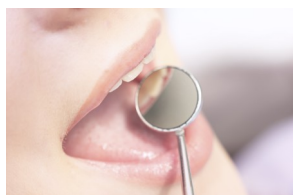
IMPORTANT CONTACT INFORMATION: Transportation Call Center — 1-800-595-0011 — M-F 9 am - 5 pm MST

WHERE SHOULD I TAKE MY CHILD FOR CHECKUPS?



Your doctor, a clinic, health center, or local health department can provide Well Child **Health Checks**. It is best to establish a "medical home", a place where they know your child's history. Find a place in

your area to provide this medical home. For Dental exams, make an appointment with a dentist in your area.



MAKING AN APPOINTMENT...

- > You may make an appointment directly with your child's doctor or dentist (ask if they will accept EqualityCare before making the appointment).
- > It is important for you to keep your child's appointment. The doctor and dentist reserve time especially for your child. If you cannot keep your child's appointment, call and tell them as soon as possible.
- > When you go for your child's appointment, take your child's EqualityCare card and immunization record.

WHEN SHOULD MY CHILD HAVE A HEALTH CHECK?

Getting a Health Check at the right time is the best way to make sure your child gets the medical care he or she needs.

Babies need check-ups at:

- ✓ 1 month
- ✓ 2 months
- ✓ 4 months
- ✓ 6 months
- ✓ 9 months
- ✓ 12 months

Toddlers need checkups at:

- ✓ 15 months
- ✓ 18 months
- ✓ 24 months (2 years)

Young children need checkups at:

- ✓ 3 years ✓ 5 years
- ✓ 4 years ✓ 6 years



Older children and Teenagers need:

- ✓ A checkup every year

WHO SHOULD I CALL?

- If you have any questions on your EqualityCare benefits please contact ACS at 1-800-251-1269.
- For Children's Special Health (CSH) eligibility, call your local Public Health Nursing (PHN) office. For information on services and limitations for the CSH programs, call (307) 777-7941 or 1-800-438-5795.
- For travel reimbursement, call 1-800-595-0011.
- To apply for assistance in purchasing nutritional food items (i.e. formula, juice, milk, eggs, etc.) through the Women, Infants, and Children (WIC) program, contact your local WIC office.



For children enrolled in KidCare CHIP:

- If you have any questions on your KidCare CHIP health or vision benefits, please contact Blue Cross Blue Shield of Wyoming at 1-800-209-9720.
- If you have any questions on your KidCare CHIP dental benefits, please contact Delta Dental at 1-800-735-3379.

** KidCare CHIP is not an EqualityCare Program*

Visit our website at
[http://wdh.state.wy.us/
healthcarefin/index.html](http://wdh.state.wy.us/healthcarefin/index.html)



Wyoming
Department of Health
Office of Healthcare Financing

Our mission is to promote,
protect and enhance the health
of all Wyoming citizens.



The Wyoming Department of Health is the primary State agency for providing health and human services. It administers programs maintaining the health and safety of all citizens of Wyoming.

Mission

We envision a Wyoming in which all citizens are able to achieve their maximum health potential: a Wyoming in which early intervention, wellness, health promotion, and health maintenance programs are the primary approach for solving health problems: a Wyoming in which at-risk citizens receive culturally appropriate and sensitive services: a Wyoming in which we and future generations are healthy, vital, and productive so as to seize the opportunity to live our individual dreams and enjoy the benefits of our bountiful resources and natural beauty.

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YOUR HEALTH CHECK NEWSLETTER

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